



Deputy Director's Corner

My name is Jeffrey Johnson, and I am proud to have served seven years of active duty in the United States Navy. I'm also honored to serve you as Deputy Director of DFAS Retired and Annuitant (R&A) Pay. I joined DFAS last year, shortly before we transitioned military retirement pay from an outsourced operation back to a government-run operation.

Since the transition in February, we have been focused on building an organization that is tailored to your needs. We are listening to your questions and opinions and implementing changes to make your military retirement experience smooth and worry free. We are committed to serving and advising you through every phase of retirement, from planning and managing your account to providing for your loved ones after you pass away.

In order to better understand your needs, we've been working with the retiree councils, retirement assistance officers and casualty assistance officers to find out your most common questions, problems and concerns. Based on your feedback and theirs, we've continued to improve our Web site by updating our Frequently Asked Questions and adding a list of easily accessible forms. These changes will help to make the day-to-day management of your retirement account easier for you.

When you need to call us, you'll notice we've made several improvements in our customer contact center. First, we've added a new option to our phone system menu that allows you to hit zero to speak to a customer service representative after identifying yourself as a retiree or annuitant. While waiting for the customer service representative, the new estimated wait time feature will help you decide whether you want to call back or stay on the line. We are determined to resolve every customer's issue in one phone call, and we will do everything we can to ensure that your needs have been met before we hang up the phone.

For your families, we have developed a new casualty care team that is solely dedicated to providing customer service and advice to your loved ones upon your passing. Our goal is to make things as simple as possible and to lessen their burden, as they close out your retirement account and open annuity accounts.

As a result of these changes, we have dramatically improved customer satisfaction over the past six months.

These changes are just the beginning; we have many more customer service enhancements on the horizon.

As always, we value your feedback. Please let us know how we are doing.

Mr. Jeffrey Z. Johnson
Deputy Director, DFAS Retired and Annuitant Pay

DFAS is on Facebook

DFAS has expanded its online presence by joining its first social networking site: Facebook.

The site provides another communication tool for us to listen to your concerns and answer your questions in a timely and relevant fashion.

Multiple postings each week address such topics as active duty military pay; reserve and National Guard members; military retired and annuitant pay; federal civilian employee pay; vendor and contractor pay; travel pay; as well as current pay-related issues.

Please join us on Facebook today.

Did you notice a difference in your CRDP payment?

Beginning with the June 1, 2010 paycheck, Concurrent Retirement Disability Pay (CRDP) is being rounded down to the nearest dollar amount, rather than paid to the exact penny. This change is being made to adhere to legal requirements.

This change will be applied to all future payments, including any future retroactive computations. Because this change represents less than one dollar per month, we will not recoup previous payments that were not rounded down.

[Learn more.](#)

Separation payment recoupment to resume Aug. 1

Recoupment of military retirees' Voluntary Separation Incentive, Special Separation Benefit and other separation payments will resume in August 2010. Members affected by this recoupment recently received notification letters detailing their repayment plans.

Because federal law prohibits military members from receiving both separation and retirement payments for the same period of service, we are required by law to recoup these payments. We cannot waive them. However, if you believe this recoupment will cause you financial hardship, you may request a more lenient repayment plan by completing the Financial Statement of Debtor form enclosed with the notification letter and returning it to the following address:

DFAS U.S. Military Retired Pay
P.O. Box 7130
London, KY 40742-7130

If you would like to accelerate your repayment plan, please call our Customer Contact Center at 1-800-321-1080.

This monthly recoupment may also impact former spouses who receive Uniformed Services Former Spouse Protection Act payments from such retirees. Former spouses affected by this recoupment also received notification letters.

Questions? For more information, please read our Frequently Asked Questions. Or call Retired and Annuitant Pay Customer Service at 1-800-321-1080.

U.S. Treasury changes savings bond program

The Department of the Treasury has changed its policy concerning the issuance of paper savings bonds through payroll savings plans. After September 30, 2010, the U.S. Treasury will no longer issue paper savings bonds to federal employees through payroll deduction. In anticipation of this change, DFAS will discontinue bond allotments on July 31, 2010.

However, you can still purchase savings bonds and other Treasury securities through a deduction from your retired pay by creating a TreasuryDirect account. TreasuryDirect is a secure and reliable online system that allows you to purchase Series EE and I savings bonds, Treasury bills, notes, bonds and Treasury Inflation-Protected Securities (TIPS).

To continue your payroll deduction, you must open a TreasuryDirect account by visiting www.treasurydirect.gov. On the TreasuryDirect home page, click "TreasuryDirect" under the "Open an Account" menu on the right side of the page. After following the instructions, you will obtain a unique account number that you can use to review the Treasury securities available for purchase.

Once your account is created, you can inform DFAS to establish your TreasuryDirect deduction. Be sure to indicate that you want to start a TreasuryDirect allotment, the monthly amount you would like us to deduct from your retired pay, the month in which you would like us to start your allotment and your Social Security Number. Please mail your request to:

DFAS U.S. Retired Military Pay
P.O. Box 7130
London, KY 40742-7130

You may also call the Retired and Annuitant Pay Contact Center at 1-800-321-1080.

There are several advantages to the TreasuryDirect deduction over the previous paper savings bond deduction plan, such as the ability to monitor your account activity online. If however you prefer not to use TreasuryDirect, paper bonds are available for purchase through participating financial institutions. Bonds that DFAS is currently holding for safekeeping for customers are already in an electronic format and will not be affected by this change.

The Treasury expects to save \$400 million in taxpayer money and cut the use of 12 million pounds of paper over the first five years the change is in effect.

Retiree Seminars

Need help with your retired pay or annuity account? Attend one of the many retiree seminars that take place across the country. This summer and fall, DFAS Retired and Annuitant Pay will participate in the retiree seminars listed below. Friendly and knowledgeable DFAS representatives will be on hand to provide information and answer questions regarding military retirement pay and annuities. Please contact the Retirement Services Office or Retiree Activities Office serving your area for more information regarding seminars.

Date	Location	Point of Contact
July 17, 2010	USAG Humphreys, Korea	
July 31, 2020	N. New England	207-921-2609
Aug. 19, 2010	Des Moines, Iowa	515-283-7013
Aug. 27, 2010	Rosemount, Minn.	763-566-2219
Aug. 28, 2010	Camp Ripley, Minn.	763-441-2630
Sept. 1-2, 2010	29 Palms, Calif.	760-830-8456
Sept. 10, 2010	Twin Ports/Duluth, Minn.	218-722-0071
Sept. 10, 2010	Fort McCoy, Wis.	608-388-3716
Sept. 11, 2010	Fort Drum, N.Y.	315-772-6434
Sept. 11, 2010	Fort Leonard Wood, Mo.	573-596-0131
Sept. 16-18, 2010	Fort Sill, Okla.	580-442-2645
Sept. 18, 2010	NAS Lemoore, Calif.	559-998-4038
Sept. 18, 2010	Selfridge ANGB, Mich.	586-239-5580
Sept. 18, 2010	Fort Bragg, N.C.	910-396-8591
Sept. 25, 2010	Mystic Lake, Minn.	952-854-4110
Sept. 25, 2010	NAS Willow Grove, Pa.	
Oct. 1, 2010	Fort Meade, Md.	301-677-9603
Oct. 1-2, 2010	Redstone Arsenal, Ala.	256-876-2022
Oct. 2, 2010	Fort. Hamilton, N.Y.	718-630-4552
Oct. 14, 2010	Fort Monroe, Virg.	757-788-2093
Oct. 15, 2010	Mannheim, Germany	DSN 379-6029
Oct. 16, 2010	Heidelberg, Germany	DSN 379-6029
Oct. 16, 2010	NAS Pensacola, Fla.	850-452-5990
Oct. 16, 2010	Fort Monmouth, N.J.	732-532-4673
Oct. 16, 2010	Fort Carson, Colo.	719-667-5222
Oct. 18, 2010	Kaiserslautern, Germany	DSN 379-6029
Oct. 19, 2010	Baumholder, Germany	DSN 379-6029
Oct. 20, 2010	Spangdahlem AB, Germany	DSN 379-6029
Oct. 21, 2010	Schinnen, Germany	DSN 379-6029
Oct. 22, 2010	Grafenwohr, Germany	DSN 379-6029
Oct. 23, 2010	Schweinfurt, Germany	DSN 379-6029
Oct. 25, 2010	Ramstein AB, Germany	DSN 379-6029
Oct. 26, 2010	Wiesbaden, Germany	DSN 379-6029
Oct. 28, 2010	Vincenza, Italy	DSN 379-6029

Oct. 30, 2010	Benelux, Belgium	DSN 379-6029
Oct. 30, 2010	Fort Leavenworth, Kans.	913-684-2425
Oct. 30, 2010	Rock Island, Ill.	563-322-4823
Oct. 30, 2010	Fort Hood, Texas	254-287-5210
Oct. 30, 2010	Fort Campbell, Ky.	270-798-5280
Nov. 6, 2010	NAS San Diego, Calif.	619-556-7412
Nov. 6, 2010	NAS Norfolk, Va.	757-322-9105
Nov. 6, 2010	Fort Huachuca, Ariz.	520-533-5733
Nov. 10, 2010	Fort Detrick, Md.	301-619-9948

Have you moved lately?

Your mailing address is one of the most important pieces of information that you have on file at DFAS. If you've moved recently or have a new P.O. Box, please notify us to ensure that your Retiree Account Statements, tax forms and other important documents will reach you in a timely manner.

If you are a *retiree* please mail your address change to:

DFAS U.S. Military Retired Pay
P.O. Box 7130
London, KY 40742-7130

Fax DFAS Retired Pay at 1-800-469-6559

If you are an *annuitant* please mail your address change to:

DFAS U.S. Military Annuitant Pay
P.O. Box 7131
London, KY 40742-7131

Fax DFAS Annuitant Pay at 1-800-982-8459

Or, *both retirees and annuitants* may call DFAS Retired and Annuitant Pay directly at 1-800-321-1080.

If submitting your request in writing, please include both your old and new mailing address, along with the effective date for the new address. In addition, please include your name, social security number and signature with date on your request.